



Rhode Island Health Center Association Letter of Agreement Certified Application Counselor Agency

The Certified Application Counselor Agency acknowledges the following terms regarding the CAC program:

- The Certified Application Counselor (CAC) shall provide accurate, unbiased information to assist consumers in making health insurance choices that are best for them.
- CAC candidates are required to complete training in full and must successfully complete the certification test prior to serving as a CAC. There is no fee for training.
- At the conclusion of training the CAC will sign the following and provide them to RIHCA:
 1. Conflict of Interest Attestation
 2. Certified Application Counselor Affidavit
- Upon successful completion of the certification test the CAC will receive a certification number and a certificate from RIHCA.
- The CAC may only provide in-person assistance.
- The CAC shall display his/her certificate at all times and note his/her certification number on the enrollment application when working with a consumer.
- The CAC shall have consumers sign a written consent form (template provided by RIHCA; available in English and Spanish) and provide every consumer with a handout which provides information on how to follow up on the appointment and report any concerns.
- The CAC may never, under any circumstances, retain any personal information or account information of customers.
- The CAC is expected to attend quarterly CAC meetings as requested, as well as provide any data collection and reporting as requested by the Rhode Island Health Center Association (RIHCA) or HealthSource RI (HSRI).
- A minimum of two participants from each CAC Agency will become certified as application counselors within two months of the application acceptance date.
- The Affordable Care Act requires the Exchange to provide a “no wrong door” policy for individuals and families who might qualify for health coverage through Medicaid and CHIP instead of a Qualified Health Plan. This means that Certified Application Counselors must be available to support the application and enrollment needs of individuals and families applying for the full spectrum of health coverage options available through the Exchange, regardless of the program(s) for which each individual or family member qualifies.
- When performing duties or services in their capacity as CACs, CACs shall assist consumers in their agency location or at RIHCA or HSRI sponsored events only.

Further, the Certified Application Counselor agency acknowledges the following:

- That this is a volunteer program for those interested in providing unpaid application assistance to consumers who want to enroll in health insurance through HealthSource RI (HSRI).
- There will be no payment by HSRI or the Rhode Island Health Center Association (RIHCA), or any other entity, to the agency or individuals Certified Application Counselors for this work.

The Certified Application Counselor Agency also agrees:

- To notify RIHCA immediately if the CAC is no longer associated with the agency.

Print Name: _____ Date: _____

Signature: _____
Chief Executive Officer/Executive Director